



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Adams Telephone Co-Operative
for quarter ending June 30, 2010

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.61	3.31	2.95	2.96
B. Operator Answer Time - Information [730.510(a)(1)]	3.13	6.08	6.53	5.25
C. Repair Office Answer Time [730.510(b)(1)]	6.20	6.90	7.40	6.83
D. Business or Customer Service Answer Time [730.510(b)(1)]	6.20	6.60	6.80	6.53
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.34	2.24	2.84	2.14
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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